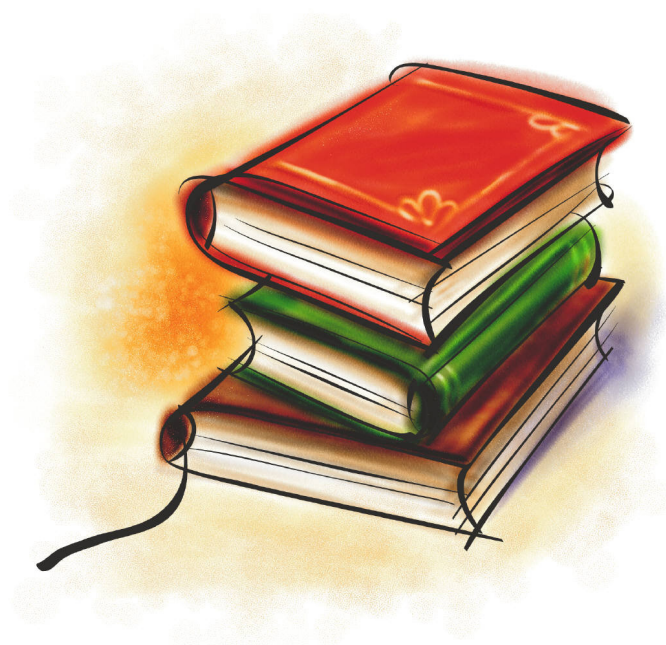


800# Interlibrary Loan & Reference Support Service Guide

For Library Staff and Volunteers Only



1-800-261-2838

apl800@muni.org

Updated Spring 2015

Introduction

The 800# Interlibrary Loan and Reference Back-up Service exists to assist small libraries throughout Alaska provide interlibrary loan and reference services to their patrons. With the assistance of staff located at Anchorage Public Library, library staff and volunteers can help their patrons access materials and assistance beyond the limits of their local collection.

The reference support and many of the interlibrary loan requests placed via the 800# Service are filled directly using Anchorage Public Library's (APL) resources, including; professional reference librarians, unique kits for early literacy and adult book clubs, and APL's own extensive collection of fiction and nonfiction books and media. If an item cannot be found in APL collection, 800# Service staff looks to the resource sharing service OCLC WorldShare to find it at other lending libraries in state and even across the country.

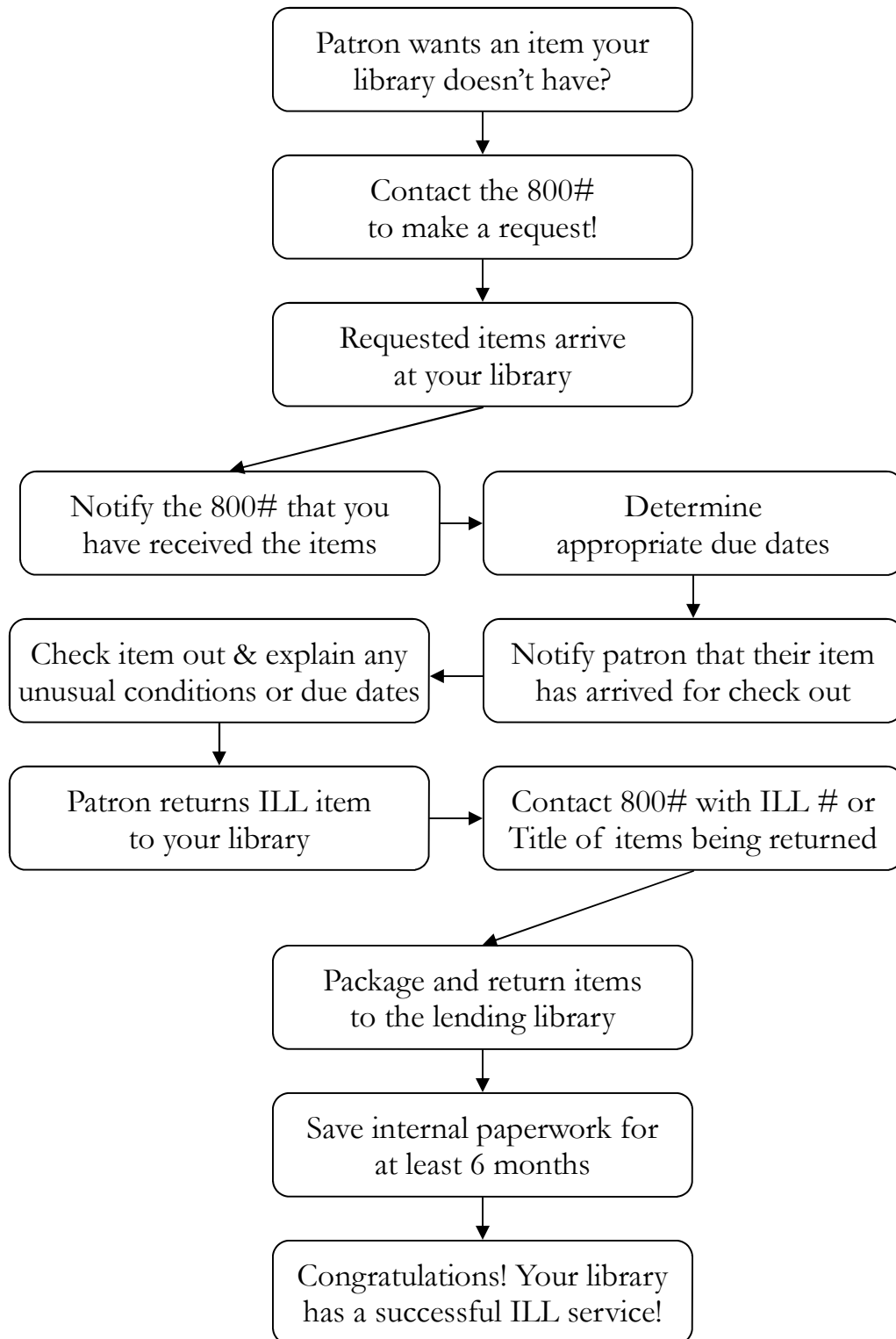
Requests and questions can be submitted to the 800# Service 24/7 by phone, email, or fax. Staff hours are 11am-5:30pm, Monday-Friday with additional reference services on Saturdays from 12pm-6pm. Please note that staff hours include both receiving *and processing* requests, and that staff may not be available to take your call even during the listed hour. Fortunately, most requests can be handled via voicemail messages and other asynchronous communication; if you require live assistance please include a good time to return your call as part of your voicemail message as the hours of libraries around the state vary considerably.

Phone: 1-800-261-2838

Email: apl800@muni.org

Fax: 1-907-343-2837

800# ILL FLOWCHART



To contact the 800# Service: Call 1-800-261-2838 or Email apl800@muni.org

Requesting an Interlibrary Loan

The following details the steps to submit a loan request to the 800# service.
Please note when placing requests that more information usually leads to better results!

Step 1: Decide How to Place the Request

Whether you will email, call-in, or fax the request all methods require the same basic set of information which should allow me to process the request without more information, but it is important to make sure that I can contact you if I have questions or notifications, so be sure to include contact information clearly on all correspondence.

Please note if you choose to call-in requests: due to the limited hours of the service, as well as various tasks which keep me from my desk, it is possible you will need to leave your call-in requests in a voicemail. It is useful to either have your patron request form in front of you, or to write down a brief script for yourself so that you can leave a clear message with all the necessary information on the first try. You will have ample time to leave your message, so don't worry, and remember to speak slowly and clearly—I will have to copy down your request in order to process it!

Step 2: Prepare your Requests

All requests should include the following items:

Your Name, Library Name, Patron Name, Title, Author/Etc., Format.

Including your own name is especially important if more than one person at your library submits requests!

Step 3: Keep a copy of the request for your library's records

Your library should have a place to keep and organize ILL requests first by status (pending vs. complete) and then by patron. The 800# lends to serves multiple libraries and includes patron names on request paperwork as a courtesy—requests are filed by library, not patron—so ultimately it is the responsibility of your library to know who items are for. If items arrive at your library and you do not know who they are for contact the 800# in case they have accidentally been sent to the wrong library.

Step 4: Patience!

Unless there is an issue, I will not contact you about a submitted request. Please remember that the 800# processes requests from multiple libraries, so if you have concerns about a request or need a status update on a pending request, please take initiative and contact the 800# Service.

Receiving Request

Your library has successfully submitted an Interlibrary Loan request to the 800# service, and your patron's request has been filled! The following steps explain what to do after an ILL item arrives at your library.

Step One: Note the condition of the item and its packaging.

It is a good idea to treat a loan as well as or better than the lending library did, to ensure that the item does not get damaged when you return it. If there is obvious damage to the item when it arrives, take note of it before you lend it to your patron to ensure that they are only held responsible for damage which occurs to the item while in their care.

Step Two: Notify me!

Please email, fax, or call-in to notify me that the item has arrived safely! If the item does not come from Anchorage Public Library, please include the ILL# in your message.

Step Three: Determine what your patron's due date is

If the item is from Anchorage Public Library, there will be a stamp on the paperwork indicating how long your patron may have the item. If the item has come from another library, subtract two weeks from the listed due date and use that for your patron (to ensure it can be mailed back in time to meet their return deadline). If subtracting two weeks does not leave your patron enough time to use the material (one week for DVDs, two or three weeks for books), submit a renewal request as soon as possible.

Step Four: Notify your patron!

Be sure to let them know what their due date will be so that they will be encouraged to pick up their items quickly.

Step Five: Checking out ILL items

Use a ILL Item Slip or other secure but removable notice on the cover of the item to clearly indicate that it is a loan and not a part of your local collection. This will help patrons to remember to take extra care with the item and its due date, as well as help insure library staff know it needs to be mailed back rather than re-shelved upon its return. This is the perfect place to write down your patron's due date.

Move the patron request form and the lending library's paperwork into a file for active loans. It is essential that you maintain an organized record of all materials lent to your library. If more than one person works on Interlibrary Loan, be sure that everyone knows how the records are organized.

Returning ILL Items

Step 1: Tidy up

Please remove any patron sticky notes or bookmarks as well as any of your library's own labeling or paperwork.

Step 2: Stay Organized

Write the date you are returning the ILL on your original internal paperwork and on the lending library's paperwork you will be returning in each item. If the item is on loan from a library other than APL you should make sure that the ILL # is also copied onto your internal paperwork.

Step 3: Contact the 800# Office!

Let the 800# Service know when you return ILL items. If the item is being returned to Anchorage Public Library please list the title (item ID numbers are only necessary if multiple copies of an item are on loan). If the item is being returned to a different library, you only need to send in the ILL #.

Step 4: Package and Ship Returns

Please take care when packaging your returns. It is important to make sure that loan items will make it back to their home libraries in good condition. Always package media items such as CDs and DVDs in boxes and ensure that books are mailed with some form of padding (even when using canvas or fabric mailing bags). Book Club Bags and other kits should always be mailed in boxes. Ready to Read plastic tubs should be sealed with the provided zip-ties.



Please Note: If you do not contact the 800# when you return an ILL, the lending library may assume you still have it and send you an overdue notice, or even worse—a bill for a lost book!

Contact us! apl800@muni.org or 1-800-261-2838

Troubleshooting

Overdue Interlibrary Loan Items

If you have not returned an ILL by the due date you will probably get a gentle reminder. An overdue notice is usually an automated notification that the ILL department has no control over. Don't start worrying quite yet! Most libraries do not fine other libraries for overdue materials.

To avoid having issues with overdue materials contact the 800# Service early and often! If an item arrives already overdue, or with insufficient time for your patron request a renewal as soon as possible. You can even include a renewal request in your receipt message. Submit renewal requests **before** the due date if possible as many libraries will not consider renewals for items that are already overdue.

Items Lost in the Mail

Occasionally a ILL does not make it back to the lending library. Maybe the bag broke open. Perhaps the box split. Unfortunately, it is still the responsibility of the borrowing library to pay for the lost ILL & you will be billed by the lending library. Please remember that all Interlibrary loans are between *libraries*, and that the borrowing library is nearly always responsible for the bill when things go wrong.

Items Lost by Patrons

Notify the 800# as soon as you know that a patron is not going to return an item. Your library will receive an invoice from the lending library which your library will be responsible for paying. You may charge your patron according to your local policies, but remember that the lending library has lent the item to your library—not your patron—and it is your library that is ultimately responsible for the accrued fines.

If you have questions or concerns please
contact the 800# Service!

Call 1-800-261-2838

Email apl800@muni.org

Fax 907-343-2837

The Four R's of 800# ILL

Remember to contact the 800# Service for all four R's of ILL!

REQUEST

RECEIVE

RENEW

RETURN

Call 1-800-261-2838

Email apl800@muni.org

Fax 907-343-2837

Reference Support Services

Your patron has a specific question, your library has no books on the topic, and Google is no help. What can you do?

Contact the 800#!

If the 800# staff person cannot answer your question it will be forwarded to one of the professional reference librarians at Anchorage Public Library.

The target turn-around time for reference questions is 48 hours, but difficult or highly specialized questions may require more time. The 800# staff may contact you for further information about the question for clarity.

Don't forget to combine Interlibrary Loan and Reference Support! If your patron wants books on a particular topic, but doesn't know titles the 800# Service can select and send materials on countless topics geared to readers of all levels!

Contact us! apl800@muni.org or 1-800-261-2838

This Service is made possible
thanks to the support of—

